

## HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS SUPERANNUATION SECTOR

### AMP

**AMP2QW:** The details of any fund member briefings where it was possible to ask fund managers, executives or directors questions over the past five years.

#### **Answer:**

AMP's Superannuation Trustees, AMP Superannuation Limited and N.M. Superannuation Proprietary Limited are now required under the Treasury Laws Amendment (Improving Accountability and Member Outcomes in Superannuation Measures No. 1) Act, to hold Annual Member Meetings for the following superannuation funds by 30 March 2021:

- AMP Retirement Trust
- AMP Superannuation Savings Trust
- National Mutual ProSuper Fund
- National Mutual Retirement Fund
- Super Directions Fund
- Wealth Personal Superannuation and Pension Fund

These Annual Member Meetings will provide fund members with a forum to ask questions about all areas of the fund's performance and operations. As of yet, the first of these Annual Member Meetings have not yet been scheduled.

Fund member briefings for members of AMP's superannuation funds are provided via:

- Onsite workplace manager engagement
- Policy committees
- Ad-hoc employer town-halls and fund manager briefings

#### Onsite workplace manager engagement

The Workplace Engagement team consists of 8 Workplace Managers located in Sydney, Melbourne, Brisbane and Perth. The team are all general advice qualified and responsible for the delivery of our onsite activity and education to employees of our Workplace Super clients.

The team focus is on improving financial literacy, providing member education and pathways to advice to improve the retirement outcomes for Australians. Insights from Financial Wellness research conducted by AMP informs the way in which we communicate with employees (fund members) and support our employer clients. We have been conducting the research for the last 5 years and it shows the level of financial stress that exists with Australian people and the subsequent impact on Australian business through lost productivity.

Australians' engagement with super is typically low, so having a service in the workplace is not only convenient for people that would otherwise not engage, it is also an extremely important way of rebuilding trust through local, authentic and personal engagement with our client.

The Workplace Managers conduct 3 main types of activity and education to employees (fund members):

1. **Super Booths** – trade stand/expo set up on the employers’ premises with the objective of building awareness, answering any questions and promoting future onsite activity.
2. **Seminars** – we work with our employer clients to agree the most relevant presentation content, based on what we know about their employees from our data. Because many of our large employer workforces are as diverse as the Australian population, we are also able to tailor to the specific needs/locations/level of understanding.
3. **Member 1:1’s** – conducted in the convenience of our employers’ workplaces, they are an opportunity for employees to do a deep dive, under a general advice conversation, where we can provide them with education and improve their financial literacy and better engage people with their super.

The seminars and 1:1’s we conduct are also offered via skype or webinar as we know that being face-to-face with members is not always convenient for them.

#### **Number of employer and member briefings**

<b>Year</b>	<b>Unique employers visited</b>	<b>Member 1:1’s</b>	<b>Seminars (Attendees)</b>
2015	24	1,120	52 (564)
2016	31	1,715	91 (1,625)
2017	52	1,880	192 (2,770)
2018	62	3,518	304 (2,581)
2019YTD	85	3,705	133 (1,525)

#### Policy Committees

The Trustees under the SIS Act have an obligation to establish and run Policy Committee (PC) meetings for employer plans with more than 50 members. Policy Committees are required to have equal employer and member representation. The member representatives are subject to a vote of the plan members and have a term of 3 years before they are required to stand for election again.

Policy Committees therefore have a fund member profile however only to the extent that 2/3/4 member representatives may be present at a Policy Committee meeting. The frequency of the meetings is dependent on the size of the employer, however the requirement is for at least one meeting a year.

Fund managers are often present at a PC meeting to present the investment update. Also in attendance are AMP representatives including the Account Manager and again, depending on the size of the employer, other senior AMP representatives, to be able to present and receive questions from the employer/member representatives.

Policy committee meetings are an important means for passing on information, receiving feedback from the employer and members (via their representatives), and setting and agreeing on what’s most important in running an Employer Super Plan for its members.

#### Ad Hoc employer ‘Town Halls’ and fund manager briefings

Employers have on occasion asked AMP to attend ‘town hall’ sessions in their workplace whereby AMP representatives, including fund manager representatives, are available to be asked questions

and to provide an update on AMP, performance and fund aspects. These sessions are a valuable way of interacting with many fund members at once.

The exact number of these events is not available for the past 5 years.